



State of Tennessee Department of Children's Services

Administrative Policies and Procedures: 7.15

Subject: Computer Network and Cabling Services

Supersedes: DCS 7.15, 05/01/02

Local Policy: No

Local Procedures: No

Training Required: No

Applicable Practice Model Standard(s): No

Approved by:

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Application

To All Department Of Children's Services Employees

Authority: TCA 37-5-106

Policy

The Department of Children's Services (DCS) shall adhere to the rules and regulations promulgated by the Department of Finance and Administration (F & A), Office of Information Resources (OIR), for the procurement of computer network equipment and services.

The DCS Office of Information Systems (OIS) shall serve as the Computer Network and Cabling Liaison between the Department of Children's Services and the Department of Finance and Administration's Office of Information Resources (OIR) for the procurement and installation of computer network equipment and services that include, but may not be limited to the following:

- ◆ Changes to Existing Computer Network Services
- ◆ Office Relocations – Computer Network Services
- ◆ New Office Sites – Computer Network Services
- ◆ Request Meetings with F&A, OIR
- ◆ Additional Computer Cabling Services
- ◆ Network Printer Cards
- ◆ Network Adapter Cards

- ◆ Computer Network Cable
- ◆ T-1 Communication Lines
- ◆ Network Communication Hubs
- ◆ Network Communication Routers

Procedures

A. Coordination of computer network and cabling services

1. Central Office

The Department of Children's Services' Computer Network and Cabling Liaison shall serve as the site contact and shall coordinate all requests for Computer Network and Cabling Services between Central Office staff and the Department of Finance and Administration Office of Information Resources.

2. Regional Offices

The Regional Administrator or his/her designee shall appoint an employee located at the regional office to serve as the site contact and to coordinate requests for computer network and cabling services between the region and central office.

3. Field Offices

The Regional Administrator or his/her designee shall appoint an employee located at the Field Office to serve as the site contact and to coordinate requests for computer network and cabling services between the field office and the regional office.

4. Youth Development Centers (YDCs)

The Superintendent or his/her designee shall appoint an employee to serve as the site contact and to coordinate requests for computer network and cabling services between the YDC and the central office.

5. DCS Group Homes

The Group Home Director shall serve as the site contact and will coordinate requests for computer network services between the group home and central office.

B. Requesting services/approval

DCS employees may request computer network and cabling services by contacting the DCS Help Desk and having a Remedy Case created that provides the details of the computer network or cabling need. The Help Desk will forward the complete request to OIS-Computer Network liaison for processing with the applicable approval authority as indicated below:

1. **Central Office** – Executive Directors and/or Central Office Directors
2. **Regional Office** – Regional Administrators
3. **Field Offices** – Supervisors (Team Leader, Team Coordinator), Regional Administrators
4. **Youth Development Centers** - Superintendents
5. **DCS Group Homes** –Group Home Director
6. **Community Services Agencies** – CSA Executive Directors

C. Additional requirements**1. Office relocation and new sites**

Requests for Computer Network and Cabling Services requires that a site floor diagram accompany the request showing the location of computer network equipment and cable drops requested.

2. Additional Cabling Services

Requests for additional cabling services require justification for the request and must be approved by the appropriate authority or designee as defined above.

D. Office of Information Systems responsibilities

The OIS computer network liaison shall:

1. Upon the creation of an active Remedy Case, enter the approved request into the Multi-track System or other appropriate system as required by Finance and Administration Network Services.
2. Gather any additional information necessary for submitting a request to the Department of Finance and Administration, Office of Information Resources. (The timeframe for entering the request will be dependent upon the type research required for the type of computer network and cabling services requested.)

3. Assist in finding solutions to problems and/or improvements in computer network and cabling services.

E. Telephone cable

The division of Support Services shall coordinate the installation of phone cabling with the Office of Information Systems and the DCS Help Desk for requests that require both data and phone cabling at an identical site. The division of Support Services may order phone cable separately when data cabling is not required.

Forms

None

Collateral Documents

None

Standards

None